

CallRail

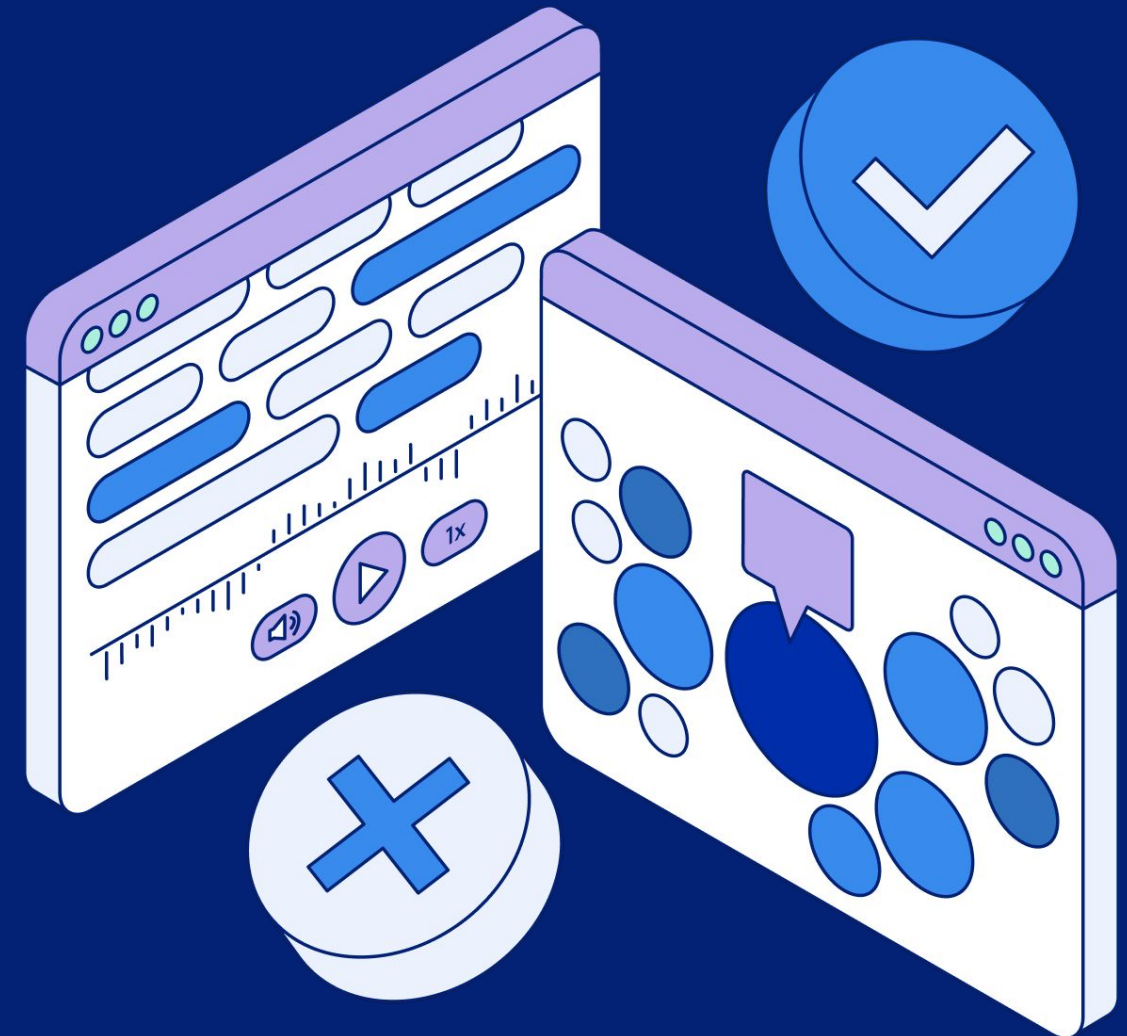
Tipsheet

# The right Conversation Intelligence package for every business

Conversation Intelligence® automatically transcribes all of your inbound and outbound calls with near-human accuracy, then — using deep AI analysis — offers insights that can help you earn more leads and convert them into better customers.

For businesses that want to make calls their competitive advantage, Premium Conversation Intelligence™ introduces critical marketing optimization capabilities that help you not only increase lead quantity, but lead quality — and provide 5-star sales and service experiences to every last one.

Discover which Conversation Intelligence features are included in each CallRail package so you can choose the plan that's perfect for your business.



## Call Recordings

Automatically record phone calls to (and from) your tracking numbers.

## Automated Call Transcripts

Eliminate the expensive, inaccurate, and time-consuming process of manually transcribing your calls. Get the most accurate automated transcripts in the industry.

## Key Terms

Automatically identify your tracked terms and map their frequency to visualize trends or expose issues with your teams' talking points.

## Automation Rules

Create custom rules to tag, escalate, or automatically tag, escalate, or automatically qualify leads leads when key words are spoken during a conversation.

### Call Tracking

### Standard Conversation Intelligence

### Premium Conversation Intelligence



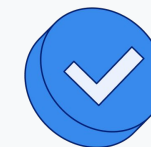
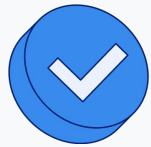
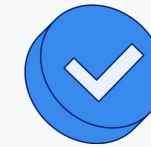
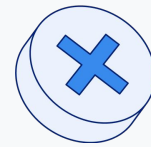
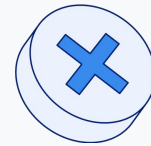
Incoming Only



Incoming /Outgoing



Incoming /Outgoing



## Call Highlights

Let our AI spot important terms and phrases, even if you're not already tracking them. Discover emerging trends and stay on top of customer concerns.

## CallRail Labs

Try the latest cutting-edge AI tools developed by our team and help us shape the future of CallRail's AI.

## Call Summaries

Review call transcripts faster than ever by getting brief, AI-generated summaries of each call, highlighted keywords, and more.

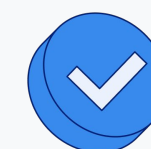
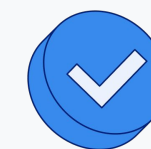
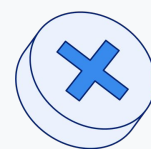
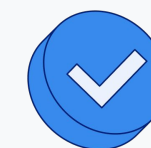
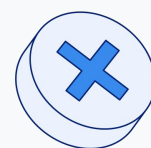
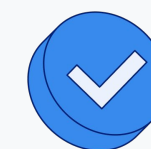
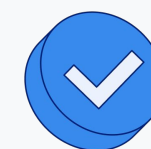
## Call Sentiments

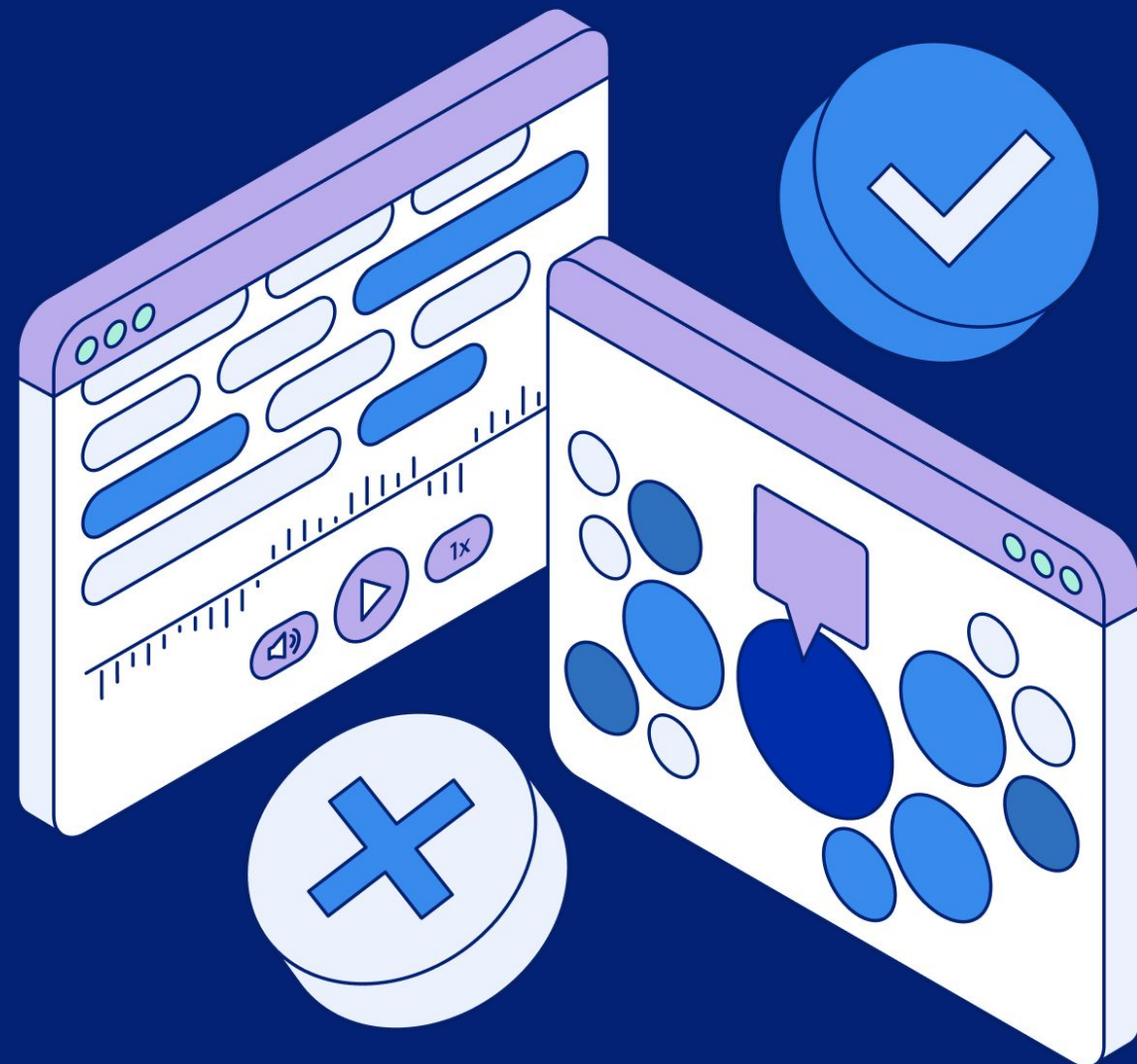
View customer and staff sentiment in real-time for active and concluded phone calls, alerting managers to distressed calls right away and identifying training opportunities to improve sales and service.

Call Tracking

Standard  
Conversation Intelligence

Premium  
Conversation Intelligence





# Unlock the insights hidden in your call data

Try Premium Conversation Intelligence free